Terms and conditions of order and delivery

of products with the status "special order"

1. Definitions:
   1. Product with "special order" (CS) status refers to any product in the Renania portfolio but not available in the Renania stock when placing the firm's Renania order. For these products Renania places the purchase order to its suppliers, especially to serve its customers, within the CX delivery period communicated through the Renania sales representatives or other resources available for this purpose (eg applications, online store, etc.), where "X" represents the estimated number of working days required to serve the order.
   2. Customer Renania - any individual or company that purchases Renania products
   3. Customization: any intervention made on a product already existing in the Renania portfolio, to adapt it to the specific needs of a client. Examples: adding a logo/ text or other elements to the product, through any of the existing processes (silk-screen printing, embroidery, collaring, etc.), modification of a clothing product (changing color, adding additional details requested by the customer, changing cuttings etc. ), general changes of color, shape or size, custom-made products (indicators or other printed products with the graphics desired by the customer), etc.
2. Products ordered with CS status cannot be returned to the Renania nor exchanged with other products.
3. In some cases, Renania may request payment in advance of the products ordered with CS status. These cases include, but are not limited to:
   * 1. All product orders requiring customization prior to customer invoicing will be paid 100% in advance.
     2. For all products ordered by the Renania client which are not in the current portfolio of Renania (price list or Renania catalog) at the time of placing the order, a minimum payment of 50% will be paid.
     3. For orders over certain value or quantitative thresholds, an advance of at least 50% is paid.
     4. All cases where there is no a previous commercial contract between Renania and the Renania client, unless otherwise provided.
4. For orders requiring advance payments, fill in the form below and send it to the Renania sales representative

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